

## **AMENDMENT TRANSMISSION LETTER (Large Entity)**

Applicant(s): Eric James

**Docket No.**

6065-77526

**Serial No.**  
**09/584,306**

Filing Date  
5/31/2000

Examiner

**Group Art Unit**

**Invention: SYSTEM AND METHOD FOR CHANGING ENTITY CONFIGURATION INFORMATION WHILE AUTOMATICALLY MONITORING AND DISPLAYING SUCH INFORMATION IN A CALL CENTER**

**ALL CENTER  
RECEIVED**

**TO THE COMMISSIONER FOR PATENTS:**

NOV 20 2003

Transmitted herewith is an amendment in the above-identified application.

Technology Center 2600

The fee has been calculated and is transmitted as shown below.

**CLAIMS AS AMENDED**

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	51 -	52 =	0	x \$18.00	\$0.00
INDEP. CLAIMS	3 -	3 =	0	x \$86.00	\$0.00
Multiple Dependent Claims (check if applicable)	<input type="checkbox"/>				\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00

- No additional fee is required for amendment.

Please charge Deposit Account No. \_\_\_\_\_ in the amount of \_\_\_\_\_

A check in the amount of \_\_\_\_\_ to cover the filing fee is enclosed.

The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 03-2470

Any additional filing fees required under 37 C.F.R. 1.16.

Any patent application processing fees under 37 CFR 1.17.

**Dated: November 14, 2003**

**Jon P. Christensen  
Reg. No. 34,137**

I certify that this document and fee is being deposited  
on 11/14/2003 with the U.S. Postal Service as  
first class mail under 37 C.F.R. 1.8 and is addressed to the  
Commissioner for Patents, P.O. Box 1450, Alexandria, VA  
22313-1450.

*Signature of Person Mailing Correspondence*

Abby Boone

*Typed or Printed Name of Person Mailing Correspondence*

CC:



77526

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

8 |  
SMC  
11/24/03

Applicant: Eric James

Art Unit: 2642

Serial No.: 09/584,306

Filed: May 31, 2000

For: SYSTEM AND METHOD OF CHANGING ENTITY  
CONFIGURATION INFORMATION WHILE  
AUTOMATICALLY MONITORING AND DISPLAYING SUCH  
INFORMATION IN A CALL CENTER

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Attorney  
Docket No.: 77526

NOV 20 2003

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AMENDMENT C

Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

In response to the Office Action of August 26, 2003,  
please amend the above-identified application as follows: